



STATE OF IOWA
MASTER AGREEMENT

MA# 005 CTTSB0031 1

EFFECTIVE BEGIN DATE: 06-01-2006
EXPIRATION DATE: 05-31-2007
PAGE: 1 of 4

BUYER : JEANETTE CHUPP
Jeanette.Chupp@iowa.gov
515-281-6288

FOB FOB Dest, Freight Prepaid

PAYMENT TERMS (%): DAYS:

VENDOR:

DESTINATIONS UNLIMITED
5020 Council St NE

Cedar Rapids, IA 52402
USA

VENDOR CONTACT:

Erin Barkley
PHONE: 319-393-1359 **EXT:**
EMAIL: erin@duagency.com
VENDOR #: 42122483500

DESCRIPTION OF ITEMS CONTRACTED

Travel Agency Services

Travel Agency Services to be provided strictly on an as-needed basis to State Agencies, Facilities and Departments. This contract is issued under the authority of Iowa Code Section 18.6(8) and Administrative Rule 401-7.3(4). Purchases of goods and services from a Certified Targeted Small Business (TSB) in an amount up to \$5,000 per purchase are authorized.

Customer Services and Reservations:

- Phone 800-595-8904 or 319-366-8904
- FAX: 319-393-7616
- E-Mail: Corporate@duagency.com
- Web-Site: www.resx.com
- Emergency Number 24 X 7: 888-211-0456 Domestic & International
- Credit Cards Accepted: American Express, ATP, Diners Club, Discover, MasterCard, Visa
- Ticket Refunding and Voiding: No-Charge
- Training instructions on Resx booking are available at no-charge

Client Services Manager: Erin Barkley

Phone: 800-595-8904

- E-Mail: erin@duagency.com

See the attached sheet for additional information.

RENEWAL PERIODS

FROM 06-01-2007 **TO** 05-31-2008
FROM 06-01-2008 **TO** 05-31-2009
FROM 06-01-2009 **TO** 05-31-2010
FROM 06-01-2010 **TO** 05-31-2011

THRESHOLDS

MINIMUM ORDER AMOUNT:

MAXIMUM ORDER AMOUNT:

NOT TO EXCEED AMOUNT:

AUTHORIZED DEPARTMENT

ALL

TOTAL \$0.00

VENDOR:

APPROVED BY:

THIS MA IS SUBJECT TO THE TERMS AND
CONDITIONS ATTACHED HERETO.
PLEASE SEE ATTACHMENTS FOR
FURTHER DESCRIPTIONS.



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000		96178	\$0.000000
			Travel Agency Services	\$0.000000
			. TRADITIONAL Travel Agency Service Fees..... - \$25.00 / domestic air transaction - \$45.00 / international air transaction - \$15.50 / After Hours Phone Support - \$15.00 / overnight paper ticket delivery - No-Charge for Hotel/Car Rental Reservation, Training, Ghost Account Report, Standard Delivery of Tickets, Standard Reporting.	
2	0.00000		96178	\$0.000000
			Travel Agency Services	\$0.000000
			. ON-LINE BOOKING TOOL Travel Agency Service Fees at www.resx.com..... - \$15.00 / Domestic Air Transaction - \$15.00 / International Air Transaction - \$5.00 / Hotel or Car Rental Transaction - \$10.00 / Follow-Up Call to Support Online Reservation (after the first 3-months) - \$100.00 / Custom Reporting - No-Charge / Profile Maintenance	
3	0.00000		96178	\$0.000000
			Travel Agency Services	\$0.000000
			. Refer to the attached document for additional services.	



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TERMS AND CONDITIONS

Incorporation

The Request for Proposal and/or bid documents for this project and the vendor's proposal in response to the RFP or Bid together with any clarifications, attachments, appendices, or amendments of the State or the Vendor are incorporated into this Contract by reference as if fully set forth in this Contract.

Remedies upon Default

In any case where the vendor has failed to deliver or has delivered non-conforming goods and/or services, the State shall provide a cure notice. The notice to cure shall state the maximum length of time the vendor has to cure. If after the time period stated in the notice to cure has passed, the vendor continues to be in default, the State may procure goods and/or services in substitution from another source and charge the difference between the contracted price and the market price to the defaulting vendor. The State's Attorney General shall be requested to make collection from the defaulting vendor.

Force Majeure

Force majeure includes acts of God, war, civil disturbance and any other causes which are beyond the control and anticipation of the party affected and which, by the exercise of reasonable diligence, the party was unable to anticipate or prevent. These provisions of force majeure also apply to subcontractors or suppliers of the Vendor. Force majeure does not include financial difficulties of the Vendor or any associated company of the Vendor, or claims or court orders that restrict the Vendor's ability to deliver the goods or services contemplated by this Agreement. Neither the Vendor nor the State shall be liable to the other for any delay or failure of performance of this Agreement caused by a force majeure, and not as a result of the fault or negligence of a party.

Subcontractors

The successful vendor shall be responsible for all acts and performance of any subcontractor or secondary supplier that the successful vendor may engage for the completion of any contract with the State. A delay that results from a subcontractor's conduct, negligence or failure to perform shall not exempt the vendor from default remedies. The successful vendor shall be responsible for payment to all subcontractors and all other third parties.

Termination-Non-Appropriation

Notwithstanding any other provision of this contract, if funds anticipated for the continued fulfillment of this contract are at any time not forthcoming or insufficient, either through the failure of the State to appropriate funds, discontinuance or material alteration of the program for which funds were provided, then the State shall have the right to terminate this contract without penalty by giving not less than thirty (30) days written notice documenting the lack of funding, discontinuance or program alteration.

Immunity of State/Fed Agencies

The vendor shall defend and hold harmless the State and Federal funding source for the State of Iowa from liability arising from the vendor's performance of this contract and the vendor's activities with subcontracted and all other third parties.

Assignment

Vendors may not assign contracts or purchase orders to any party (including financial institutions) without written permission of the General Services Enterprise - Purchasing.

Anti-Trust Assignment

For good cause and as consideration for executing this purchase order, the vendor, through its duly authorized agent, conveys, sells, assigns, and transfers to the State of Iowa all rights, title and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States and the State of Iowa, relating to the particular goods or services purchased or acquired by the State of Iowa pursuant to the using State of Iowa agency.

Delivery and Acceptance

When an award has been made to a vendor and the purchase order issued, deliveries are to be made in the following manner.

A. Deliveries - All deliveries are to be made only to the point specified on the purchase order. If delivery is made to any other point, it shall be the responsibility of the vendor to promptly reship to the correct location. Failure to deliver procured goods on time may result in cancellation of an order or termination of a contract at the option of the State.

B. Delivery Charges - All delivery charges should be to the account of the vendor whenever possible. If not, all delivery charges should be prepaid by vendor and added to the invoice.

C. Notice of Rejection - The nature of any rejections of a shipment, based on apparent deficiencies disclosed by ordinary methods of inspection, will be given by the receiving agency to the vendor and carrier within a reasonable time after delivery of the item, with a copy of this notice to the General Services Enterprise - Purchasing. Notice of latent deficiencies which would make items unsatisfactory for the purpose intended may be given by the State of Iowa at any time after acceptance.

Delivery and Acceptance (cont)

D. Disposition of Rejected item - The vendor must remove at the vendor's expense any item rejected by the State. If the vendor fails to remove that rejected item, the State may dispose of the item by offering the same for sale, deduct any accrued expense and remit the balance to the vendor.

E. Testing After Delivery - Laboratory analysis of an item or other means of testing may be required after delivery. In such cases, vendors will be notified in writing that a special test is being made and that payment will be withheld until completion of the testing process.

Title to Goods

The vendor warrants that the goods purchased hereunder are free from all liens, claims or encumbrances.

Indemnification

To the extent that goods are not manufactured in accordance with the State's design, the vendor shall defend, indemnify and hold harmless the State of Iowa, the State's assignees, and other users of the goods from and against any claim of infringement of any Letter Patent, Trade Names, Trademark, Copyright or Trade Secrets by reason of sale or use of any articles purchased hereunder. The State shall promptly notify the vendor of any such claim.

Nondiscrimination

The vendor is subject to and must comply with all federal and state requirements concerning fair employment and will not discriminate between or among them by reason of race, color, religion, sex, national origin or physical handicap.

Warranty

The vendor expressly warrants that all goods supplied shall be merchantable in accordance with the Uniform Commercial Code, Section 2-314 and the Iowa Code, Section 554.2314.

Taxes



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The State of Iowa is exempt from the payment of Iowa sales tax, motor vehicle fuel tax and any other Iowa tax that may be applied to a specified commodity and/or service. Contractors performing construction activities are required to pay state sales tax on the cost of materials. The Iowa Department of Revenue exemption letter will be furnished to a vendor upon request.

Hazardous Material

All packaging, transportation, and handling of hazardous materials shall be in accordance with applicable federal and state regulations including, but not limited to, the Material Safety Data Sheet provision of O.S.H.A. Hazard Communication Standard 29CFR 1910.1200, and Iowa Administrative Code, Chapter 567.

Public Records

The laws of the State of Iowa require procurement records to be made public unless exempted by the Code of Iowa.

Miscellaneous

The terms and provisions of this contract shall be construed in accordance with the laws of the State of Iowa. Any and all litigation or actions commenced in connection with this contract shall be brought in Des Moines, Iowa, in Polk County District Court for the State of Iowa. If however, jurisdiction is not proper in Polk County District Court, the action shall only be brought in the United States District Court for the Southern District of Iowa, Central Division, providing that jurisdiction is proper in that forum. This provision shall not be construed as waiving any immunity to suit or liability, which may be available to the State of Iowa.

If any provision of this contract is held to be invalid or unenforceable, the remainder shall be valid and enforceable.

Records Retention

The vendor shall maintain books, records, and documents which sufficiently and properly document and calculate all charges billed to the State of Iowa throughout the term of this Agreement for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. The vendor shall at, no charge, permit the Auditor of the State of Iowa, or any authorized representative of the State (or where federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States government) to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records, or other records of the vendor relating to orders, invoices, or payments documentation or materials pertaining to this Agreement.

Independent Contractor

The vendor is an independent contractor performing services for the State of Iowa, and as such shall not hold itself out as an employee or agent of the State.

Performance Monitoring

For all service contracts, the requirements of Iowa Code sections 8.47 shall be incorporated into final terms and conditions of the contract.



DATA BASE ENGINE

[KEYWORD SEARCH](#) | [BROWSE](#) | [MAIN MENU](#)

Business: Destinations Unlimited, Inc. DBA Carlson Wagonlit Travel

Address: 5020 Council Street

City: Cedar Rapids

State: IA

Zip Code: 52402

Phone: 319-393-1359

Fax: 319-393-7616

Email: linda@duagency.com

Contact: Julie Hender

Service Provided (Category): Travel & Tourism

Service Description: Travel & Tourism. Email: carlson@duagency.com. Contact: Erin Barkley. Full service travel agency for business, leisure, group

W-M-D: W

Iowa County Number: 57-Linn

Operating Radius: National

700 014

Agency Information

Agency Office Location: Carlson Wagonlit Travel
5020 Council Street NE
Cedar Rapids, IA 52402
www.duagency.com

Client Service Manager: Erin Barkley
Contract administrator: Same
Phone: 800-595-8904 or 319-366-8904
Email: erin@duagency.com

Customer Service and Res: 800-595-8904 or 319-366-8904
8-5 M-F Central Time
Fax: 319-393-7616
Corporate@duagency.com

24 X 7 www.resx.com

24 X 7 Emergency Number 888-211-0456 Domestic & International

Credit Cards Accepted American Express, ATP, Diner's Club, Discover, MasterCard, and Visa

Ticket Refunding/Rebidding No Charge

Training Instructions on the use of Resx are available in hard copy and electronic format at no charge.

CORPORATE TRAVEL AGENCY SERVICES

Destinations Unlimited dba Carlson Wagonlit Travel

22May06
Date

The Contractor should supply all the required labor, equipment, knowledge, and materials and the Contractor's services shall consist of providing corporate travel services to the State of Iowa. Travel services include, but are not limited to, flight, hotel, and car rental arrangements. Travel requests may be submitted to Contractor via e-mail, fax, telephone or on-line booking tool. Services shall be performed at the Contractor's location.

A. Fees:

Traditional Agency Services	Fee
Domestic Air Transaction (with or without car/hotel)	25.00
International Air Transaction (with or without car/hotel)	45.00
Hotel and/or Car Only Reservation	0.00
After Hours Phone Support	15.50
Training/Implementation Costs	0.00
Ghost Account Report	Included
Standard Delivery of Tickets	Included
Other Overnight Delivery (Paper Tickets)	15.00
Standard Reporting	Free

Service Via an On-line Booking Tool	Fee
www.resx.com	
Domestic Air Transaction (with or without car/hotel)	15.00
International Air Transaction (with or without car/hotel)	15.00
Hotel and/or Car Only Reservation	5.00
Follow-Up Call to Support Online Reservation (3 months free)	10.00
Custom Reporting	\$100/hour
Profile Maintenance	Free

CTTSB0031

Certified Targeted Small Business .. Travel Agency

Destinations Unlimited

Resx First Time Login Instructions (3 Pages)

Resx Traveler / Travel Arranger User Guide (25-Pages)

Resx First Time Login

Go to www.resx.com

Remove any popup blockers from Explorer, Yahoo, and Google

Company = Iowa

MemberID = selfenrolliowa

Password = "leave blank"

Click Login

resx

Login

Company* Iowa

Member ID* selfenrolliowa

Password*

LOGIN

[Forgot Password](#) [Privacy Statement](#)

AIR FLIGHT SEARCH EXPRESS
(*Login required, Round-Trip only)

From

To

Example: Los Angeles or LAX

Departure Date (Select time) Depart Arrive

Return Date (Select time) Depart Arrive

Example: 01/24/01, Jan 21, 21 Jan, or use calendar

LOGIN AND CONTINUE

Enter your new "MemberID"

Enter all information with an asterisk*

Welcome! - Microsoft Internet Explorer

Address: http://www.resx.com/v6.0/AutoUserSetup.aspx?WM=RESXPROD1&

selfenroll Iowa

User Setup

Complete the information below and click the Save button to update your profile.
(*) Indicates required information.

Login

Member ID (do not use spaces)

Name

Prefix First Name Initial Last Name Suffix

Primary E-Mail Address

Phone Numbers

	Country Code	City/Area Code	Phone Number	Extension Number
Home Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Work Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SAVE

Click Save

Enter your new password and click save

Company Logo

Home | Privacy Statement | Logout

Enroll Demo

Password reset/change

(*) Indicates required information

New Password

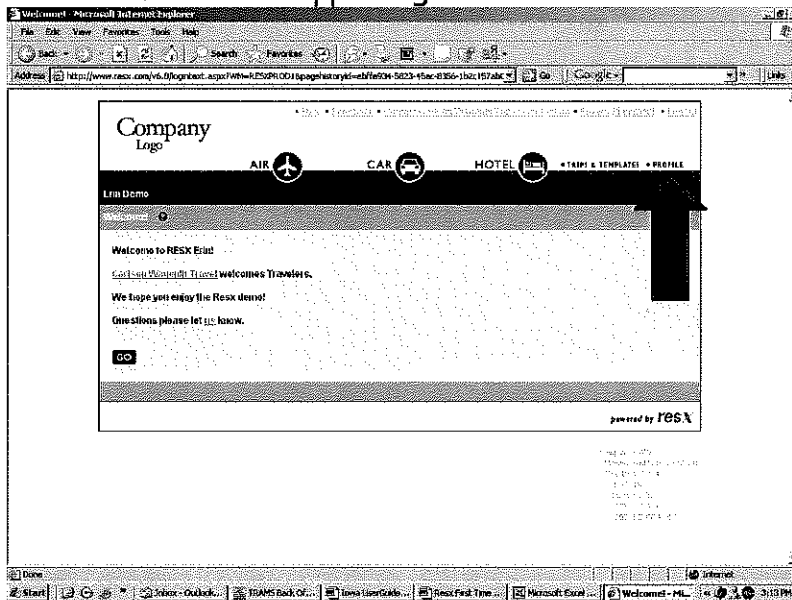
Verify New Password

SAVE

powered by RESX

Product ID: 1000
Name: 202719...
Version: 4.0.0.0
Date: 11/11/2011
Time: 4:11:40
User: 202719...

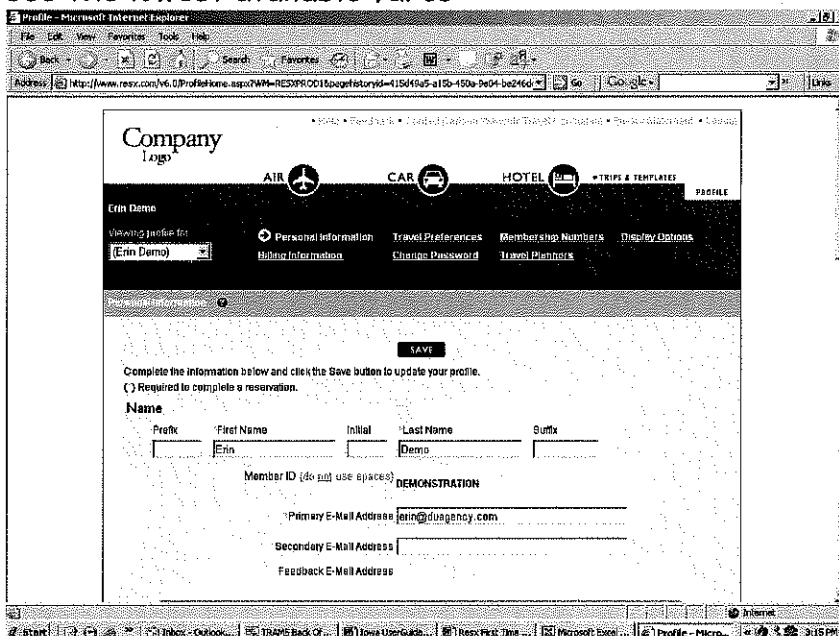
Click Profile in the upper right hand corner



Enter your travel preferences under each of the tabs in "profile"

Be sure to set your connections to at least 2 and allow at least 4 hours for your search window.

We recommend that you do not enter preferred carriers so that you may see the lowest available fares



You may now click air and refer to your Iowa User Guide for completing a booking and for more detailed list of profile options.



Traveler / Travel Arranger User Guide

Logging In

Go to www.resx.com (you may want to make this a favorite on your screen or create an icon for your desktop).

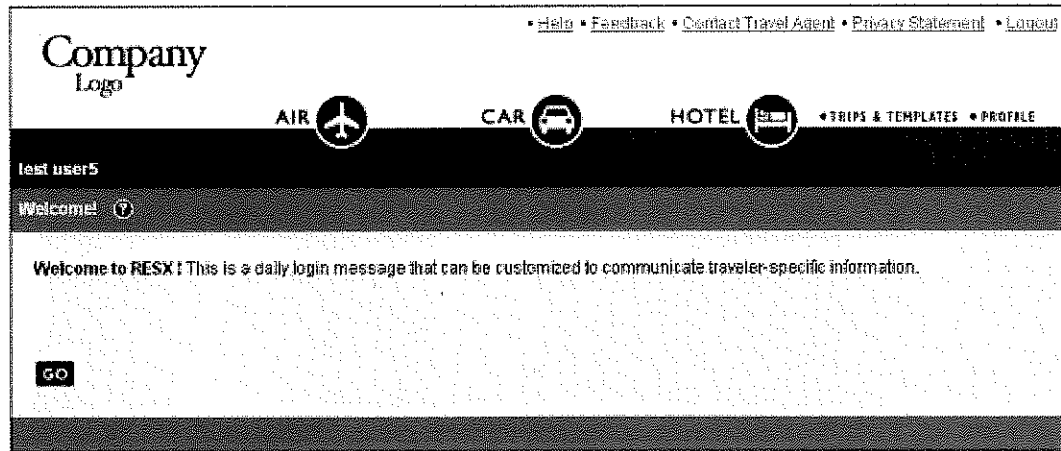
To enter the site, use the following logons:

- Company: Iowa
- User ID: selfenrolliowa
- Password: The first time you enter the site, logon without entering a password. You will then be prompted to create a password that will be required from then on.

Below is a copy of what your login page should look like.

Note: Checking the Remember Login box will expedite entrance to the site on your next visit.

After logging in you will see the Welcome Page (below). Your Welcome Page will provide you with important information that can change on a frequent basis. Some sites may not utilize this page in that case you will be directed to the air home page upon successful login.



Reserving Travel for Yourself

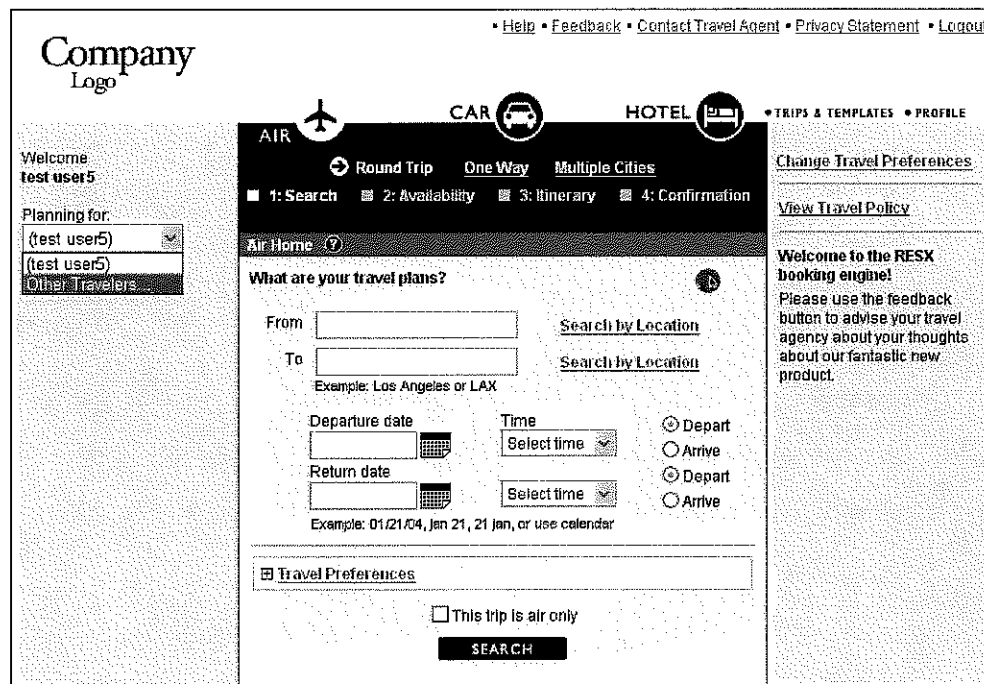
You can use any of the icons at the top of the page to book your travel or you can simply click the “Go” button on the Welcome Page and you will be directed to the air home page.

Clicking the air icon will take you to the page for making airline reservations. Please note that with your sign-in, your personal profile information is defaulted.

Note: If you are a travel planner and are making a reservation for someone else please refer to the final two sections of this document, labeled “Reserving Travel for Travelers With Profiles” and “Reserving Travel for Travelers Without Profiles.”

Air Home Page

At the home air page enter your departure and arrival city or if available, click on the “Search by Location” link. This link will only be active if your company has custom locations setup within the tool. If entering in the cities you may either use the city (Minneapolis), the city & state (Minneapolis, MN), or input the actual airport code (MSP).



The screenshot shows the 'Air Home' page of the RESX booking engine. At the top, there's a navigation bar with 'AIR', 'CAR', and 'HOTEL' icons. The 'AIR' icon is selected. Below this, there are tabs for 'Round Trip', 'One Way', and 'Multiple Cities'. A progress bar shows four steps: 1: Search (active), 2: Availability, 3: Itinerary, and 4: Confirmation. The main heading is 'What are your travel plans?'. It includes fields for 'From' and 'To', each with a 'Search by Location' link. Below these are 'Departure date' and 'Return date' fields with calendar icons, and 'Time' dropdowns for both. There are also radio buttons for 'Depart' and 'Arrive' for both dates. An example text says 'Example: 01/21/04, Jan 21, 21 Jan, or use calendar'. A 'Travel Preferences' section has a checkbox for 'This trip is air only'. A 'SEARCH' button is at the bottom. On the left, a sidebar shows 'Welcome test user5' and 'Planning for:' with a dropdown menu. On the right, there are links for 'Change Travel Preferences', 'View Travel Policy', and a welcome message to the RESX booking engine.

Note: If travel is air only, please check the box and the car and hotel screens will be bypassed.

By typing the full name of the city you will be asked to confirm the correct airport with the options provided in a drop-down listing. If you wish to save your selections for future bookings, you can click on the "Use as default" checkbox before clicking "Continue" and the tool will save the correct information. (e.g. Minneapolis = MSP)

The screenshot shows the 'Verify Cities' step of a booking process. The top navigation bar includes links for Help, Feedback, Contact Travel Agent, Privacy Statement, and Logout. The main header features the 'Company Logo' and a 'Welcome test user5' message. The navigation menu has icons for AIR, CAR, and HOTEL, with 'AIR' currently selected. Below the navigation, there are tabs for 'Round Trip', 'One Way', and 'Multiple Cities', followed by a progress indicator showing '1: Search', '2: Availability', '3: Itinerary', and '4: Confirmation'. The 'Verify Cities' section has a title with a question mark and a 'Cancel and restart search' link. The main content area explains that airports are returned based on entries and asks the user to select an airport. It lists 'Airport matches for MINNEAPOLIS:' with a dropdown menu showing 'Minneapolis St. Paul Int'l Airport, MN - MSP (US)' and a 'Use as default' checkbox. Below this, it lists 'Airport matches for LOS ANGELES:' with a dropdown menu showing 'Los Angeles Int'l Airport, CA - LAX (US)' and another 'Use as default' checkbox. A 'CONTINUE' button is at the bottom. The right sidebar contains links for 'Change Travel Preferences' and 'View Travel Policy', and a 'Welcome to the RESX booking engine!' message with a feedback prompt.

After clicking on "Continue" you will be asked if you need a car and hotel reservation (more information to follow).

Car Home Page

The next screen will ask if you are interested in booking a car. The pickup location will default to the arrival city you entered on the air home page.

You may enter "Yes", which will ask for a car search based on your flight information; "No", which will take you to the hotel screen; or "Modify Request", which will allow you to modify the search by changing the pick-up or drop-off locations and/or dates for pick-up or drop-off.

The screenshot shows the 'Car Request' step of a booking process. The top navigation bar is identical to the previous screen. The main header shows the 'Company Logo' and 'Welcome test user5'. The navigation menu has icons for AIR, CAR, and HOTEL, with 'CAR' currently selected. Below the navigation, there are tabs for '1: Search', '2: Availability', '3: Itinerary', and '4: Confirmation'. The 'Car Request' section has a title with a question mark and a 'Cancel and restart search' link. The main content area states 'We are currently searching for options.' and provides instructions: 'If you wish to request a rental car at a different location, date or time, select the Modify Request button below.' It then asks 'Would you like a rental car on arrival at Los Angeles, CA (US)?' with three buttons: 'YES', 'NO', and 'MODIFY REQUEST'. At the bottom, there is a 'Travel Preferences' link. The right sidebar is identical to the previous screen, containing links for 'Change Travel Preferences' and 'View Travel Policy', and a 'Welcome to the RESX booking engine!' message with a feedback prompt.

Modify car request page

Welcome test user5

AIR CAR HOTEL TRIPS & TEMPLATES PROFILE

1: Search 2: Availability 3: Itinerary 4: Confirmation

Car Request ? Cancel and restart search

Pick-up

Pick-up Location: LAX
Example: Los Angeles or LAX

Pick-up date: 11/14/2005 Mon 8:50 AM
Example: 01/21/04, Jan 21, 21 Jan, or use calendar

Drop-off

Drop-off Location: LAX
Example: Los Angeles or LAX

Drop-off date: 11/17/2005 THU 2:30 PM
Example: 01/21/04, Jan 21, 21 Jan, or use calendar

☐ Travel Preferences

BACK NEXT

Change Travel Preferences

View Travel Policy

Welcome to the RESX booking engine!
Please use the feedback button to advise your travel agency about your thoughts about our fantastic new product.

Hotel Home Page

The hotel home page is the next page that will appear. Before clicking "Yes" you need to confirm how you want the hotel search to be initiated. The default will be the arrival airport you entered on the air home page. There are 2 (or possibly 3) options:

1. Airport/City (default is arrival city airport code)
2. Address/Zip (allows you to put in an address, city, state and/or zip code)
3. Custom Location (if your company has custom hotel locations these will be listed when the appropriate radio button is selected, if not, this button will not be present)

Note: If you are using the Address/Zip option, do not put in the exact address of the hotel. The tool is designed to look at the specified distance outside this address and not including it.

Then you may click "Yes". You may also choose to modify your request, which will allow you to change hotel locations and check-in/check-out options (e.g. You may be staying for two nights at one location and driving to another for three nights)

Welcome test user5

AIR CAR HOTEL TRIPS & TEMPLATES PROFILE

1: Search 2: Availability 3: Itinerary 4: Confirmation

Hotel Request ? Cancel and restart search

We are currently searching for options.

If you wish to request a hotel at a different location, date or time, select the Modify Request button below.

Would you like a hotel on arrival at Los Angeles, CA (US)?

YES NO MODIFY REQUEST

Search for hotels by:

☒ Airport/City ☐ Address/Zip ☐ Custom Location

Change Travel Preferences

View Travel Policy

Welcome to the RESX booking engine!
Please use the feedback button to advise your travel agency about your thoughts about our fantastic new product.

Reservation Options

While you are entering your travel needs, the tool is actively searching for travel options. In this example the first option that will be presented to you is:


Air Options


The following items will appear on your air options page (see below).


- Flight pairs displaying the lowest fare appear first. Additional departures appear in order of low to high fares. Company preferences are depicted with an asterisk (shown).
- Seat maps (shown) - See icon to the right of the flight pairs
- Penalty information is available by clicking the View Rules button (shown)
- Other options are displayed by scrolling down the screen
- Clock icon (not shown) in the header indicates the closest match to your original requested time
- Clicking the e-mail link at the top of the page enables you to send these flight options to others (shown)
- On the page there may be an option to manually build your flights by choosing "View Flight Schedules" link (not shown) which will allow you to select an outbound and return flight and then ask for a price
- To choose the flight, click "Select" link found to the left of the desired flight options.

Company
Logo

[Help](#) • [Feedback](#) • [Contact Travel Agent](#) • [Privacy Statement](#) • [Logout](#)

AIR 

CAR 

HOTEL 

• [TRIPS & TEMPLATES](#) • [PROFILE](#)


test user5

1: Search

2: Availability

3: Itinerary

4: Confirmation

Prices Air Itineraries 

Cancel and restart search

Final

Sort Options:

Company Preferred


Minneapolis, MN (US) to Los Angeles, CA (US) to
Minneapolis, MN (US)

Airfare: USD 294.90 Penalty: Yes [View Rules](#)

Airline *	Depart	Arrive	From	To	Stops
Northwest Airlines Flight #311 Equipment: 320 Booking Class: Coach Economy (T)	7:09 am Mon, Nov 14	9:01 am Mon, Nov 14	Minneapolis, MN (MSP)	Los Angeles, CA (LAX)	0
Northwest Airlines Flight #310 Equipment: 320 Booking Class: Coach Economy (V)	5:00 pm Thu, Nov 17	10:26 pm Thu, Nov 17	Los Angeles, CA (LAX)	Minneapolis, MN (MSP)	0

[Select](#)

[View Rules](#) [More Details](#)




Minneapolis, MN (US) to Los Angeles, CA (US) to
Minneapolis, MN (US)

Airfare: USD 294.90 Penalty: Yes [View Rules](#)

Airline *	Depart	Arrive	From	To	Stops
Northwest Airlines Flight #315 Equipment: 753 Booking Class: Coach Economy (T)	9:17 am Mon, Nov 14	11:07 am Mon, Nov 14	Minneapolis, MN (MSP)	Los Angeles, CA (LAX)	0
Northwest Airlines Flight #310 Equipment: 320 Booking Class: Coach Economy (V)	5:00 pm Thu, Nov 17	10:26 pm Thu, Nov 17	Los Angeles, CA (LAX)	Minneapolis, MN (MSP)	0

[Select](#)

[View Rules](#) [More Details](#)



Car Options

At this screen, you will find your car options listed in order of lowest to highest rate and any contracted car rentals will be noted with the contract icon.

Options on this screen include:

- Continue without car link – allows you to continue without booking a car at this time
- View Rules—allows you to view all of the rules of usage for this car company before making a decision
- More Detail—gives you more detail regarding the reservation
- Vehicle Types—Informs you of the type of vehicle that will be reserved

The following cars are available for reservation. [continue without car](#)

Pick-up location: Los Angeles Int'l Airport (LAX) Drop-off location: Los Angeles Int'l Airport (LAX)
Pick-up date: Monday, November 14, 2005 Drop-off date: Thursday, November 17, 2005

Car Company	Rate
Select Ace Rent-A-Car Location: Off Terminal	The daily rate is USD 23.40 The total rate is USD 86.98 View Rules More Detail Vehicle Types
Select Budget Rent-A-Car Location: In Terminal/Shuttle	The daily rate is USD 49.99 The total rate is USD 215.46 View Rules More Detail Vehicle Types
Select National Location: In Terminal/Shuttle	The daily rate is USD 56.00 The total rate is USD 242.48 View Rules More Detail Vehicle Types
Select National Location: In Terminal/Shuttle	The daily rate is USD 72.95 The total rate is USD 315.87 View Rules More Detail Vehicle Types

[continue without car](#)

112
BACK

Legend
 Car Contract (Agency Settings)

To add a car to your reservation, click the "Select" link to the left of the desired car option.


Hotel Options

At this screen, you will find your hotel options.

You may sort the options as listed in the drop-down menu shown in the sample below however; the default is commonly biased towards your company's preference.


Other options include:

- Continue without hotel – allows you to continue without booking a hotel at this time
- View Mapped Options - allows you to view a map of all hotel listed
- More Detail - gives you more detail regarding a particular hotel (i.e. address, phone/fax #, crown rating, distance from airport, etc)
- Hotel Information - allows you to view the rules and amenities of the hotel before booking
- Map – icon to the right of a specific hotel which allows you to view a detailed map of that hotel


Hotel Availability 






[Cancel and restart search](#) [Email](#) [Save research](#)

[BACK](#)
[MODIFY REQUEST](#)

Sort Options: Unsorted 

The following hotels are available at the listed price range(s) [continue without hotel](#)

Los Angeles, CA (US) 
Check In: **Monday, November 14, 2005** Check Out: **Thursday, November 17, 2005** [View Mapped Options](#)

	Hotel Name / Chain	Address	Details	
Select	Radisson Hotel At Los Angeles Airport (Radisson Hotels Worldwide) Phone: 310-670-9000 Fax: 310-670-8110	6225 W Century Blvd Los Angeles, California 90045	Reference Rate: Min USD 97.00 / Max USD 284.00 Rating:  Distance: 1 Mile	 Map
	More Detail Hotel Information			Back To Top
Select	Millennium Biltmore Hotel (Millennium Hotels) Phone: 213-624-1011 Fax: 213-612-1545	506 S Grand Ave Los Angeles, California 90071-2607	Reference Rate: Min USD 99.00 / Max USD 509.00 Rating:  Distance: 12 Miles	 Map
	More Detail Hotel Information			Back To Top
Select	Holiday Inn Downtown (Holiday Inn) Phone: 562-590-8858 Fax: 562-983-1607	1133 Atlantic Ave Long Beach, California 90813	Reference Rate: Min USD 101.96 / Max USD 129.95 Rating: Unknown Distance: 17 Miles	 Map
	More Detail Hotel Information			Back To Top

To add a hotel to your reservation, click the "Select" link to the left of the desired hotel property and the page will display all of the rates currently available at that property. The rates will include any company negotiated rates as well as any contracted rates we offer through our agency.


Room Rates ?

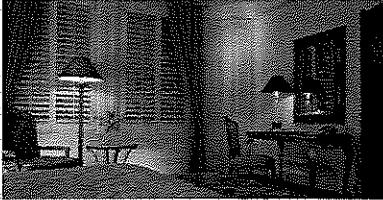
Cancel and restart search Save research

BACK

The following rooms are available to reserve.


[continue without hotel](#)

Millennium Biltmore Hotel (Millennium Hotels) - FEMA Compliant Hotel
 506 S Grand Ave
 Los Angeles, California 90071-2607
 US
 Phone:213-624-1011 Fax:213-612-1545
Rating: 
[For more hotel information click here](#)



Los Angeles, CA (US)

Check In: **Monday, November 14, 2005** Check Out: **Thursday, November 17, 2005**

	Room Description	Reference Rate
Select	AARP-MUST SHOW CARD AT CK-IN. CLASSIC ROOM WITH TWO DOUBLE BEDS INTERNET WORK DESK IRON AND IRONING BOARD View Rules	USD 105.00
Select	AARP-MUST SHOW CARD AT CK-IN. CLASSIC ROOM WITH ONE KING BED INTERNET WORK DESK IRON/IRONING BOARD View Rules	USD 105.00
Select	<div> <div>Room Description </div> <div> TEST COMPANY 5 CLASSIC ROOM WITH ONE KING BED INTERNET WORK DESK IRON/IRONING BOARD Comments: Hotel within walking distance of ABC Company Headquarters View Rules </div> </div>	USD 144.00

To select a room rate, click the "Select" link to the left of the desired room category and it will be added to your reservation.

Booking Options

Throughout the process of viewing and choosing your hotel and car selections, you are able to:

- **Save Research** - Save the selected options as future information. This capability will allow you to go back in and select that saved research and use it to create a live reservation.

Note: Saving research does not hold a seat on a plane, a hotel room or a car booking. It saves only your preferences. Flights, hotel rooms and car choices may not be available when you actually decide to make your purchase if coming back at a later time/date to select the same itinerary from saved research.

Itinerary Summary

Once you have made your selections the system will display an itinerary summary for your review.

From this screen you can:

- Review your reservation for accuracy and completeness
- Change / modify any portion of the reservation needing change
- View the estimated cost of the travel portion of this trip (upper right-hand corner)
- Purchase the Reservation
- Cancel and restart the entire reservation process if necessary
- E-mail your reservation to any interested parties
- Print the itinerary
- Save Research ("click" on the save research option in the orange bar at the top of the reservation)

Suggested Itinerary

Cancel and restart search

Final

View Itinerary

Save research

Airfare: USD 294.50

Penalty: Yes

View Rules

Estimated Car Cost: USD 88.98 + applicable fees

Estimated Hotel Cost: USD 432.00 + applicable fees

Service Fee: Unknown

Estimated Total Trip Cost: USD 815.88 + applicable taxes and fees

Add Car

Add Hotel

Minneapolis, MN (US) to Los Angeles, CA (US)

Airline

Northwest Airlines

Flight #311 Equipment: 320

Booking Class:

Coach/Economy (T)

Depart

7:09 am

Mon, Nov 14

Arrive

9:01 am

Mon, Nov 14

From

Minneapolis, MN (MSP)

To

Los Angeles, CA (LAX)

Stops

0

View Rules

More Detail

More Air Options

Car Company

Pick-Up

Drop-Off

Ace Rent-A-Car

Mon, Nov 14

Thu, Nov 17

Location: Off Terminal

Los Angeles Int'l Airport (LAX)

Los Angeles Int'l Airport (LAX)

Type of Car: Intermediate 2 or 4 Door

Rate: USD 23.40 per day

USD 88.98 total

View Rules

More Detail

Vehicle Types

More Car Options

Hotel Name / Chain

Check-In

Check-Out

Nights

Millennium Biltmore Hotel (Millennium Hotels)

Mon, Nov 14


Thu, Nov 17

3

506 S Grand Ave

Reference Rate: Min USD 99.00 / Max USD 509.00

Rate: USD 144.00 per night

Rating: 

Distance: 12 Miles

View Rules

More Detail

Hotel Information

More Hotel Options

Los Angeles, CA (US) to Minneapolis, MN (US)

Airline

Northwest Airlines

Flight #310 Equipment: 320

Booking Class:

Coach/Economy (V)

Depart

5:00 pm

Thu, Nov 17

Arrive

10:26 pm

Thu, Nov 17

From

Los Angeles, CA (LAX)

To

Minneapolis, MN (MSP)

Stops

0

View Rules

More Detail

More Air Options

RESERVE ITINERARY

PURCHASE NOW

Legend

* Company Preferred

Page 10 of 25

Saving Research

To save research, click on the "Save Research" link towards the upper right-hand corner of the page.



You will be prompted to name the trip.

A modal dialog box titled "Save Research" with a close button (X) in the top right corner. The text inside reads: "Saving a trip as research does not reserve the trip. Travel fares and availability are subject to change until reserved." Below this is a text input field labeled "Save research" containing the text "ABC Convention". At the bottom are two buttons: "SAVE" and "CLOSE".

Clicking "Save" will save the information only. Saved research can be retrieved in the "Trips & Templates" section.

Depending on your company's preferences, there may be two final options:

Reserve Itinerary is not available for your site

RESERVE ITINERARY

PURCHASE NOW

- Reserve - Clicking the "Reserve Itinerary" button creates a confirmed reservation and is holding air, car and/or hotel space. (May not appear on all sites)

Note: Reserving an itinerary does not submit your reservation to our agency for purchase. It is simply holding your air, car and/or hotel space. If you do not choose to purchase and never cancel the reservation, you could be liable for any penalties incurred by the failure to cancel the space. (e.g. hotel no-show charge).

- Purchase - Clicking the "Purchase Now" button sends your reservation to our system for processing, quality control and ticketing. Only reservations that you truly wish to "buy" should be purchased.

Note: No airfare price is guaranteed until the reservation is actually ticketed by our agency.

Purchasing a Reservation

Once you have decided to purchase a trip, you may go through a series of screens in which you are asked questions. Some questions may require a response while others may not. Once those questions have been completed you will see the message confirming your purchase.

A screenshot of a web application interface. At the top is a navigation bar with icons and labels for "AIR", "CAR", and "HOTEL", followed by links for "TRIPS & TEMPLATES" and "PROFILE". Below this is a progress bar with four steps: "1: Search", "2: Availability", "3: Itinerary", and "4: Confirmation". The "4: Confirmation" step is highlighted. The main content area is titled "Purchase Confirmation" and contains the text: "You have just chosen to purchase your air ticket. The fulfillment agency will process your air reservation based on your preferences. Please contact your agency for any further details. Thank you for your business". At the bottom is a "CONTINUE" button.

Trips and Templates

The Trips & Templates section is accessed by clicking on the appropriate link found towards the top of the page.



Trips

In the "Trips" section you will be able to see/access:

- Import a Trip – if you have booked travel directly with our agency and have the record locator for that reservation, you can put that locator in the designated box and import the trip into the online system
- Trip Research – travel information that you or your travel planner has saved as research only
- Pending Trips – trips that you have booked and purchased that may or may not be ticketed yet
- Trip Archives – Trips that have been purchased and/or traveled on

A screenshot of a web application interface titled 'Trip List'. It features an 'Import a Trip' section with a text input field and an 'IMPORT TRIP' button. Below this are three expandable sections: 'Trip Research' showing a sample entry for 'Los Angeles Trip' with flight details and a 'View / Delete' link; 'Pending Trips' showing '(none)'; and 'Trip Archives' showing '(none)'. A 'Delete All' link is also present in the Trip Research section.

To recreate a reservation saved as Trip Research, simply click the "View" link to the right of the research and your reservation will re-price for you.

Note: Saved research will not store availability and/or pricing. It will only save the search parameters.

Templates

There are three different types of templates that may be utilized within the tool.

- Personal Templates – created by you and saved for your future personal use
- Shared Templates – created by you and shared with another or by someone else and shared with you
- Company Templates – created by an authorized user and shared company-wide

Currently, templates can only be created from purchased / reserved trips. Once created, templates can be used by clicking the links on the air home page (if available) or from the templates section.

Templates may be available on the air home page (e.g. Boston to Headquarters) (below).

The screenshot shows the 'Air Home' page with a navigation bar for AIR, CAR, and HOTEL. The AIR tab is active. Below the navigation bar, there are links for Round Trip, One Way, and Multiple Cities. A progress bar shows four steps: 1: Search, 2: Availability, 3: Itinerary, and 4: Confirmation. The main heading is 'What are your travel plans?'. There are input fields for 'From' and 'To' with an example 'Los Angeles or LAX'. Below these are fields for 'Departure date' and 'Return date', each with a calendar icon. To the right of these fields are 'Time' dropdown menus with 'Select time' buttons. On the far right, there are radio buttons for 'Depart' and 'Arrive' for both the departure and return. On the left side of the page, there is a 'Welcome testuser5' message and a 'Planning for:' dropdown menu set to '(testuser5)'. Below this is a 'Templates' section with links: 'Boston to Headquarters', 'Chicago to Headquarters', 'Miami to Headquarters', 'Dallas to Plant 123', and 'St. Louis to Denver'.

"Create Itinerary" template links within Template section of the tool (below).

Trip Templates ?

You may reserve an itinerary or modify a template below:

Template Name	Segments	Type	Use	Edit/Delete
Dallas to Plant 123		Personal	Create Itinerary	Edit/Delete
St. Louis to Denver		Shared	Create Itinerary	Edit/Delete
Boston to Headquarters		Company	Create Itinerary	
Chicago to Headquarters		Company	Create Itinerary	
Miami to Headquarters		Company	Create Itinerary	

Note: You will only be able to edit/delete templates that have been created by you.

Once you click a template link, the page will prompt you to input your departure date information as well as the number of nights you are planning to stay in the destination. The number of nights will default with the number from the original reservation that the template was created from.

The screenshot shows the 'Create Itinerary' page for the 'Dallas to Plant 123' template. It has a heading 'Template: Dallas to Plant 123'. Below this are two input fields: 'When do you want to leave?' with a calendar icon, and 'How long do you want to stay?' with a dropdown menu set to '2' and the text 'Nights'. At the bottom right, there is a 'NEXT' button.

The system will ask you to confirm which parts of the template you want to search / reserve and allow you the opportunity to edit some of the parameters. (e.g. departure / arrival times).

Create Itinerary

Reserve?

☒

Airline	Cities	Depart Date & Time
Della	Depart: Dallas, TX (US) Arrive: Atlanta, GA (US)	11/22/2005 TUE 7:45 AM <input type="radio"/> Arrive <input checked="" type="radio"/> Depart Class: Coach

Reserve?

☒

Car Company	Pick-Up	Drop-Off
Avis Rent-A-Car	Location Atlanta, GA (US) Date 11/22/2005 Time 3:13 PM	Location Atlanta, GA (US) Date 11/24/2005 Time 6:23 PM

Type of Car:

Reserve?

☒

Hotel Name / Chain	Check-In	Check-Out
Courtyard by Marriott - COURTYARD MONTGOMERY 5555 Cantrichal Rd Montgomery Alabama 36117 United States Location: Montgomery Alabama Chain: Courtyard Marriott	11/22/2005	11/24/2005

Reserve?

☒

Airline	Cities	Depart Date & Time
Della	Depart: Atlanta, GA (US) Arrive: Dallas, TX (US)	11/24/2005 THU 6:24 PM <input type="radio"/> Arrive <input checked="" type="radio"/> Depart Class: Coach

BACK

SEARCH

Once you click the "Search" button, the tool will compile a single set of options as the Suggested Itinerary and based on the template parameters submitted. In some cases the airline may or may not be the same based on your company's travel policy and supplier preferences or if the flights are no longer available.

[Suggested Itinerary](#)
[Cancel and restart search](#)
[Email](#)
[View printable Itinerary](#)
[Save research](#)

Airfare: USD 447.90

Penalty: Yes [View Rules](#)

Estimated Car Cost: USD 246.30

+ applicable fees

Service Fee: USD 15.00

Estimated Total Trip Cost: USD 709.20

+ applicable taxes and fees

Add Car

Add Hotel

Dallas, TX (US) to Atlanta, GA (US)

Airline	Depart	Arrive	From	To	Stops
<div> <div>Delta</div> <div> More </div> </div> <div> <div>Flight #1778 Equipment: 757</div> <div>Booking Class: Coach/Economy (U)</div> </div> <div> <div>7:45 am</div> <div>2:54 pm</div> </div> <div> <div>Dallas, TX (DFW)</div> <div>Atlanta, GA (ATL)</div> </div> <div> <div>0</div> <div>Seat Map</div> </div>					

[View Rules](#)
[More Detail](#)
[More Air Options](#)

Car Company

Avis Rent-A-Car

Location: In Terminal/Shuttle

Pick-Up

Tue, Nov 22

Atlanta Hartsfield-Jackson Intl Airport (ATL)

Drop-Off

Thu, Nov 24

Atlanta Hartsfield-Jackson Intl Airport (ATL)

Type of Car: Intermediate 2 or 4 Door

Rate: USD 63.00 per day

USD 246.30 total

[View Rules](#)
[More Detail](#)
[Vehicle Types](#)
[More Car Options](#)

Hotel Name / Chain

Courtyard By Marriott (Courtyard by Marriott)

5555 Carmichael Rd

Montgomery, Alabama 36117 USA

Check-In

Tue, Nov 22

Check-Out


Thu, Nov 24

Nights

2

Reference Rate: Min USD 118.00 / Max USD 164.00

Rate: USD 118.00 per night

Rating: 

Distance: Unknown

[View Rules](#)
[More Detail](#)
[Hotel Information](#)
[More Hotel Options](#)

Atlanta, GA (US) to Dallas, TX (US)


Airline	Depart	Arrive	From	To	Stops
<div> <div>Delta</div> <div> More </div> </div> <div> <div>Flight #829 Equipment: 757</div> <div>Booking Class: Coach/Economy (U)</div> </div> <div> <div>11:00 am</div> <div>12:49 pm</div> </div> <div> <div>Atlanta, GA (ATL)</div> <div>Dallas, TX (DFW)</div> </div> <div> <div>0</div> <div>Seat Map</div> </div>					

[View Rules](#)
[More Detail](#)
[More Air Options](#)

RESERVE ITINERARY

PURCHASE NOW

Legend



Car Contract

(Agency Settings)

You now have the option to alter the hotel or car options offered by clicking on the "More" or "Remove" links to the left of the options. Once you are satisfied with the choices you can opt to Reserve (if applicable to site) or Purchase.

You can also choose to

- Cancel and restart the search
- E-mail the itinerary
- View a printable itinerary
- Save as research

The process following the option to purchase will be the same as a normally selected reservation.

Page 15 of 25

Profile Information

There may be two ways you will enter into the site:

- Via a pre-assigned Member ID
- Via self-registration

Once you have received the initial tool implementation communication, follow the instructions in order to create and / or access your profile.

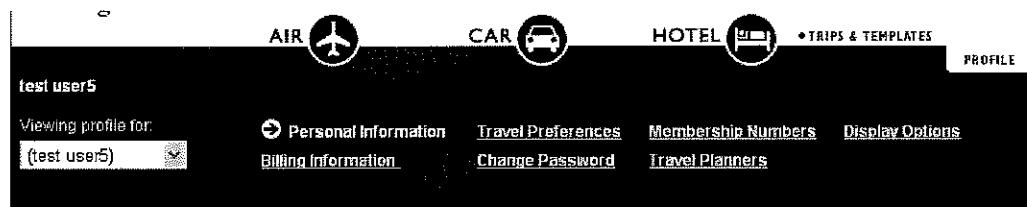
The following information is in relation to pre-assigned login information or once you've self-registered and created your own login and password.

Upon successful login, you will access your profile by clicking on the appropriate link found at the top of the page.



The page will now display links to several sections within your profile:

- Personal Information (See below)
- Traveler Preferences
- Membership Numbers
- Display Options
- Billing Information
- Change Password
- Travel Planners



Note: Entering or changing information on this page will become part of the permanent traveler profile and a part of each reservation. After entering/changing information, you must save all changes by clicking the "Save" button.

Personal Information (see below)

This page asks for the following:

- Name (as it appears on driver's license, passport, etc.)
- Email address(s)
- Addresses – Home and Work
- Phone Numbers – Home, Work, Mobile, Pager, FAX
- Emergency Contact – Name and Phone number
- Passport Information
- Custom Profile Information (e.g. department number) (not always applicable)

Note: Required fields are identified by an asterisk () and if not completed during your profile update will be presented to you during your first purchased reservation.*

Traveler Preferences

This section allows you to select and save a number of travel options:

Air Settings

- Preferred carriers
- Classes of service allowed—coach, first, business, etc. *
- Meal & seat preferences
- Seat preferences **
- Time window ***
- Default origin city
- Maximum number of connections ****
- Special instructions
- Ticketing options
- Preferred credit card

Company Logo

Help • Feedback

AIR CAR

test user5

Viewing profile for:
(test user5)

Personal Information Travel Preferences
Billing Information Change Password

Travel Preferences ?

SAVE

Complete the information below and click the Save button to update your profile.
(*) Indicates required information.

Air Settings

Preferred Airlines (select) (select) (select)

Excluded Airlines (select) (select) (select)

Default Class of Service ☒ Coach/Economy ☐ Premium Economy ☐ Business ☐ First

Meal Preference (none) * Note that all special meals may not be offered on all airlines.

Seat Preferences

Preferred Seat No Preference

☐ On seat maps hide me from other travelers

Aeromexico
Aeroperlan
Aeropostal
Aerorepublica
Air Afrique
Air Berlin
Air Canada
Air China
Air Europa
Air Facilities
Air France
Air Gabon
Air India
Air Jamaica
Air New Zealand
Air North Regional
Air One
Air Pacific
Air Sask
Air South Australia
Air Transat
Air UK
AirTran
Alaska Airlines
Alitalia

Privacy Statement • Logout

TEMPLATES PROFILE

Display Options

Notes:

* - Premium Economy is only available in select European markets and often on British Air. If you select this as your default and then attempt to search for flight options in a market where this class of service doesn't exist, you will receive an error from the system.

** - If you do not select a seat preference the tool will assign the best available seat at the time of purchase

*** - The lower amount of hours you default your profile to the fewer flight options you will receive which will negatively impact your search in markets where multiple connections or long layovers are required.

**** - If you set your maximum number of connections to less than one (0), then in those instances where you are required to connect (e.g. Cedar Rapids, IA to Los Angeles, CA) then system will not bring back any flight options.

Car Settings

- Preferred car type *
- Preferred car companies **
- Associate airline frequent flyer numbers into car reservations
- Special request
- Guarantee to credit card option
- Preferred credit card

Car Settings

Preferred Car Type

Preferred Car Companies

☐ Use preferred car companies

☒ Associate airline frequent flyer numbers in car reservations

Special Request

☐ Guarantee with credit card if required

Preferred Credit Card

Notes:

* - You may be limited by your company's travel policy with regards to car type so if you default your profile to full-size vehicles but your company only allows you to book mid-size then your car results will reflect the company's policy.

** - Please do not exclude a company preferred vendor within your profile. Also, you may mark some car suppliers as preferred within your profile however car search results will consistently bias your company's policy.

Hotel Settings

- Smoking preference
- Preferred hotel chains and option to limit to preferred hotel chains *
- Special requests
- Preferred credit cards

Hotel Settings

Smoking Preference ☐ Smoking ☒ Non-smoking

Preferred Hotel Chains

☐ Limit to preferred chains

Special Request

Preferred Credit Card

Notes:

* - Please do not exclude a company preferred vendor within your profile. Also, you may mark some hotel suppliers as preferred within your profile however hotel search results will consistently bias your company's policy.

Membership Numbers

This section allows you to save frequent travel numbers and associations.

- Air Membership
- Car Membership
- Hotel Membership
- Car Loyalty Program Associations
- Hotel Loyalty Program Associations

Company Logo

Help • Feedback • Contact Travel Agent • Privacy Statement • Logout

AIR CAR HOTEL • TRIPS & TEMPLATES PROFILE

test user5

Viewing profile for: (test user5)

Personal Information Travel Preferences Membership Numbers Display Options

Billing Information Change Password Travel Planners

Membership Numbers ?

Air Membership Numbers

Airline	Membership Number	Edit/Delete
(none)		

Add New Air Membership Number

Help • Feedback • Contact Travel Agent • Privacy Statement • Logout

CAR HOTEL • TRIPS & TEMPLATES PROFILE

test user5

Personal Information Travel Preferences Membership Numbers Display Options

Billing Information Change Password Travel Planners

Membership Numbers ?

Add New Air Membership Number

W.

Membership Number

Alaska Airlines

Alitalia

(select)

(select)

(select)

(select)

(select)

(select)

(select)

(select)

(select)

(select)

SAVE CANCEL

Display Options

This section allows you to change date and display formats.

Company Logo

• [Help](#) • [Feedback](#) • [Contact Travel Agent](#) • [Privacy Statement](#) • [Logout](#)

AIR CAR HOTEL • [TRIPS & TEMPLATES](#) **PROFILE**

test user5

Viewing profile for:
(test user5)

[Personal Information](#) [Travel Preferences](#) [Membership Numbers](#) **Display Options**
[Billing Information](#) [Change Password](#) [Travel Planners](#)

Display Options (?)

Complete the information below and click the Save button to update your profile.
(*) Indicates required information

Date Format	Time Format	Distance Format
<input checked="" type="radio"/> Nov 22 or 11/22	<input checked="" type="radio"/> 12 hour clock Ex: 8:00pm	<input checked="" type="radio"/> Miles
<input type="radio"/> 22 Nov or 22/11	<input type="radio"/> 24 hour clock Ex: 20:00	<input type="radio"/> Kilometers

* Show currency rates in the country's currency:

☒ Don't allow a choice between a suggested itinerary or creating my own itinerary.
☐ Default to suggested itinerary ☒ Default to creating an itinerary

☒ Display air custom option flights in time order

Display Up to: air options per page
Display Up to: car options per page
Display Up to: hotel options per page
Display Up to: hotel room options per page

SAVE

Billing Information

This section is for billing instructions.

test user5

Viewing profile for:
(test user5)

[Personal Information](#) [Travel Preferences](#) [Membership Numbers](#) **Billing Information**
[Change Password](#) [Travel Planners](#)

Billing Information (?)

Your profile contains the following credit cards.

Name	Card	Expiration Date	Use as "My Preferred"	Edit/Delete
Central Billing Card	VISA XXXXXXXXXX00001111	12 / 2010	<input type="checkbox"/>	Edit / Delete

[Add a New Credit Card](#)

- You may add as many credit cards as necessary and name them accordingly.
- Your company's central billing or ghost cards may be pre-populated (as shown above) in your profile.
- The page is encrypted and once entered numbers are not displayed except for the last four digits.

Information to include on this page includes:

- Name of Credit Card
- Type of Credit Card
- Credit Card to be used for specific type of reservations (air, car, hotel or web (if applicable))
- Billing address and phone numbers for each card.

The screenshot shows a web application interface for a user named 'test user5'. At the top, there is a navigation bar with links: 'Personal Information', 'Travel Preferences', 'Membership Numbers', 'Display Options', 'Billing Information' (active), 'Change Password', and 'Travel Planners'. Below the navigation bar, the page title is 'Billing Information' with a help icon. The main content area has a 'SAVE' and 'CANCEL' button at the top right. Below this, there is a section titled 'Billing Information: Instructions' which states: 'All credit card information is encrypted (SSL). The system requires a name for each credit card for security purposes. All credit cards will be displayed as their given name after initial setup without displaying the credit card number.' This is followed by a prompt: 'Enter a unique name for this card, such as "Boss's Card" or "Personal."'. Below this prompt are two input fields: 'Name of Credit Card' and 'Type' (a dropdown menu). Further down, there are two sections for selecting reservation types. The first section is 'Credit card may be used for the following types of reservations' with checkboxes for 'Air', 'Car', 'Hotel', and 'Web Bookings (Air)'. The second section is 'Use as "My Preferred" when booking' with checkboxes for 'Air', 'Car', 'Hotel', and 'Web Bookings (Air)'. At the bottom, there is a text input field for 'Enter the credit card number (excluding spaces). If you are using an air travel card that does not have an expiration date, leave the date blank.'

Change Password

This screen allows the traveler or travel arranger to change their password.

The screenshot shows a web application interface for a user named 'test user5'. At the top, there is a navigation bar with links: 'Help', 'Feedback', 'Contact Travel Agent', 'Privacy Statement', 'Logout', 'Company Logo', 'AIR' (with an airplane icon), 'CAR' (with a car icon), 'HOTEL' (with a hotel icon), 'TRIPS & TEMPLATES', and 'PROFILE'. Below the navigation bar, the page title is 'Change Password' with a help icon. The main content area has a 'SAVE' button at the bottom. Below this, there is a section titled 'Change Password' which contains three input fields: 'Current Password', 'New Password', and 'Verify New Password'. Above the input fields, there is a note: '(*) Indicates required information'.

Note: Any changes made to your profile are automatically emailed to our offices

Reserving Travel for Travelers With Profiles

Note: This feature is available to individuals that have been designated as company-wide travel planners or for those that have been selected by a traveler/travelers within the individual's profile.

Login into the tool as yourself and then on the air home page, select the profiled traveler you are making a reservation for from the drop-down box labeled, "Planning for". (e.g. user5, test or smith, jeff)

If the traveler you are looking for isn't displayed in your drop-down list, then you will need to choose the "Other Travelers" option from the list, which will bring up the profile search page.

You can put in as much or as little information as you have about the traveler. You will have a better chance of success or a much shorter list to look through if you put in some key identifiers. (e.g. couple letters of the traveler's last name, etc.)

Then click the Next button.

You will see a list of matching profiles. Choose the one you are looking for by clicking the “Select” link to the left of the profile.

Company Logo

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AIR CAR HOTEL • [TRIPS & TEMPLATES](#) • [PROFILE](#)

Travel Planner

variable testcompany5

Select Another User ?

Click the user you wish to select in the list below.

Select	Member ID	First Name	Last Name
Select	RJONES	Robert	Jones

[BACK](#)

You will now be brought back to the air home page and in the drop-down list will be your newly selected profile.

Company Logo

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Welcome Travel Planner

Planning for:
Jones, Robert

Air Home ?

What are your travel plans?

From Search by Location

To Search by Location

Example: Los Angeles or LAX

Departure date Time ☐ Depart ☐ Arrive

Return date Time ☐ Depart ☐ Arrive

Example: 01/21/04, Jan 21, 21 Jan, or use calendar

☐ Travel Preferences

☐ This trip is air only

[SEARCH](#)

Welcome to the RESX booking engine!

Please use the feedback button to advise your travel agency about your thoughts about our fantastic new product.

[View Travel Policy](#)

Note: You must select the traveler profile that you are planning travel for on this page, as there will not be another opportunity to do so later on. If you are planning travel for someone other than yourself and do not select the profile at this time, the ticket/reservation will be made in your name.

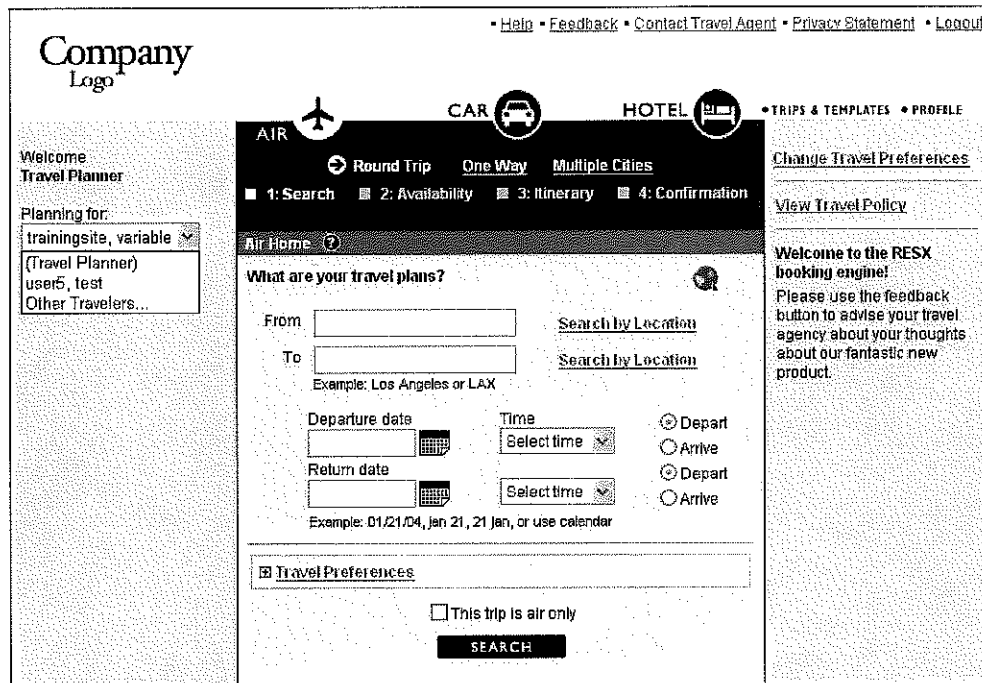
Once you have selected the traveler profile, you will continue as usual.

Reserving Travel for Travelers Without Profiles

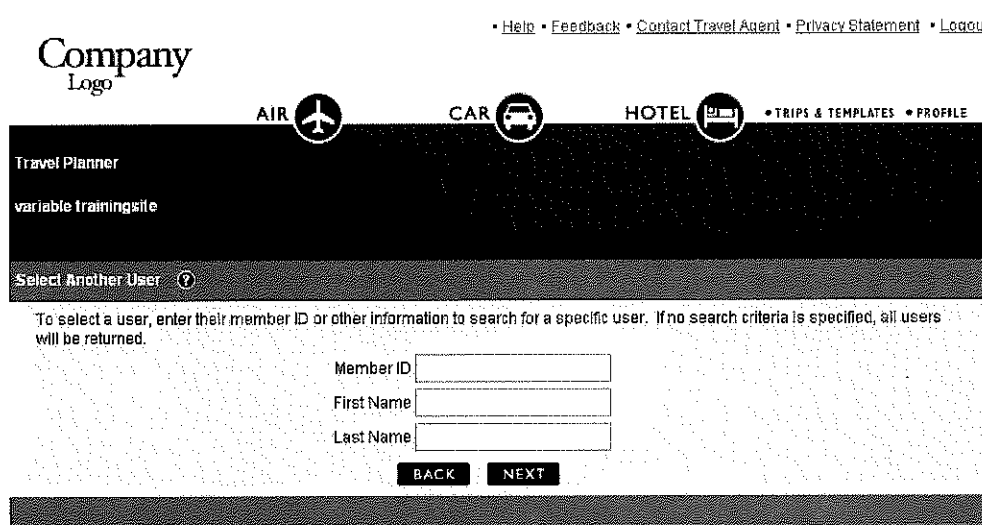
Note: This feature is only available to individuals that have been designated as company-wide travel planners.

From time to time you may need to make reservations for travelers that do not have profiles on file. If the traveler doesn't need to have a profile for future trips (e.g. interviewees, vendor visit, etc.) you will need to use the variable traveler profile.

Login into the tool as yourself and then on the air home page, select the variable travel template displayed in the drop-down box labeled, "Planning for". (e.g. trainingsite, variable)



If the variable profile option isn't displayed in your drop-down list, then you will need to choose the "Other Travelers" option from the list, which will bring up the profile search page.



In the Member ID field type variableXXXX (XXXX = the original company name you placed in the Company field on the login page). (e.g.variableabc).

Then click the Next button.

You will see a list of matching profiles. Choose the variable one you are looking for by clicking the "Select" link to the left of the profile.

Company Logo

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Travel Planner

variable testcompany5

Select Another User ?

Click the user you wish to select in the list below.

Select	Member ID	First Name	Last Name
Select	VARIABLETESTCOMPANY5	variable	testcompany5

BACK

You will now be brought back to the air home page and in the drop-down list will be your newly selected variable profile.

Company Logo

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AIR CAR HOTEL • [TRIPS & TEMPLATES](#) • [PROFILE](#)

Welcome
Travel Planner

Planning for:
(Travel Planner)
(Travel Planner)
testcompany5, variable user5, test
Other Travelers...

Round Trip One Way Multiple Cities

1: Search 2: Availability 3: Itinerary 4: Confirmation

Air Home ?

What are your travel plans?

From Search by Location

To Search by Location

Example: Los Angeles or LAX

Departure date Time ☒ Depart

Return date ☐ Arrive

Example: 01/21/04, Jan 21, 21 Jan, or use calendar

☒ Travel Preferences

☐ This trip is air only

SEARCH

Change Travel Preferences

View Travel Policy

Welcome to the RESX booking engine!
Please use the feedback button to advise your travel agency about your thoughts about our fantastic new product.

Note: You must select the traveler profile that you are planning travel for on this page, as there will not be another opportunity to do so later on. If you are planning travel for someone other than yourself and do not select the profile at this time, the ticket/reservation will be made in your name.

Once you have selected the variable traveler profile, you will continue as usual and will be prompted for name and billing information.

Corporate Travel Agency Services

1. Scope of Service

Carlson Wagonlit Travel/Destinations Unlimited, Inc is owned and operated by Julie Hender. Destination Unlimited, Inc has been a resource for travel in the Cedar Rapids, IA community for 2 years. Having similar industry foresight and core activities, in 1993 the decision was made to join Carlson Wagonlit Travel. Carlson Wagonlit Travel makes its trademark programs, products and services available to independently owned and operated companies through a franchise agreement with the Travel Group of Carlson Companies.

Together, this partnership between local and global synergies represents a complete travel management company where all resources available are passed directly on to the Carlson Wagonlit Travel customer.

Carlson Wagonlit Travel/Destinations Unlimited will offer the State of Iowa corporate travel services from our Cedar Rapids, IA office beginning June 01, 2006.

1.1 Travel Management Reporting

We offer the following customized reports.

- Summary of following reports
- Fare comparison fare savings and lost savings reports
- Penalty risk analysis: summary of penalty fares offered
- Executive summary: recap of monthly cost savings
- Airline validation verifies use of contracted airlines
- Destination and carrier analysis: airline volume for top cities
- Ticket activity report: airline volume for top cities
- Ticket activity report: airline travel detail
- Car usage report car rental travel detail
- Hotel usage report accommodation detail
- Advance purchase report
- Electronic invoice copy for expense reports
- Same city – negotiated hotel rates
- Upcoming plans for meeting planning or projecting expenses

Monthly reports will be formatted to your specifications and will include division details and executive roll-up. Specific information will include overall expenditures broken down by vendor, city pair, average ticket price, hotel and rental car rates, plus the ability to compare data month-over-month and year-over-year.

Since our reporting system is housed and managed locally, we can often provide ad-hoc reporting within a couple of days and sometimes as quickly as the same day. Our system also gives us the flexibility to incorporate non-agency booked activity that can be provided to us directly by the vendor.

Carlson Wagonlit Travel also utilizes Grasp. Grasp is a web-based management reporting service designed to provide up to the minute reporting via the World Wide Web twenty-four hours a day, seven days a week around the world.

1.2 Required Communications Methods

Training

The State of Iowa travel information packets are provided upon request and are available online. Educational and training seminars will be provided based on need. If the State of Iowa elects the Res booking tool training will be provided at a combined training or online.

1.2.1 Keeping our customers informed ensures safe and comfortable trips. Our newsletter does just that. Our monthly newsletter lets you know what's going on in the travel industry and how it affects you.

Our customized version can help you promote employees or offer them exclusive personal travel. The options are endless.

1.2.1-1.2.2 Fax and E-mail Notices

Should something of an immediate and critical nature develop in our industry that would affect your future travel, we will promptly respond with an email or fax alert. We have an Email Blast program in place to notify travelers of specials, Airline information, Airport security, Frequent Flyer Information, new products and policy changes. Each of these categories is separated allowing us to customize to make sure the right traveler gets the information they need.

We can also inform you of any personal exclusive travel opportunities being promoted. Our job is service and our service offers comforts and conveniences unlike any other.

1.2.3 Communication Methods

The service team of professional corporate travel consultants will directly take all reservation requests from travelers via telephone using a local or toll-free 800 number, e-mail, interactive customized web-based form or by fax. We currently issue electronic tickets and the e-mail confirmation is sufficient for travel. If paper tickets are needed Carlson Wagonlit Travel will overnight mail.

Travel reservations will be provided to your travelers and travel arrangers from anywhere in the U.S. between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday central

time. Interactive Web-based forms, faxes or e-mail requests can be sent 24 hours a day, however, they must be received at least 48 hours prior to requested departure dates. Online reservations via Resx are issued 24/7.

1.2.4 After-Hour Emergency Service Center

An important feature of the travel program is the after-hours support provided by the Carlson Wagonlit Travel Emergency Service Center. To serve your travelers while traveling abroad or after normal business hours, the Emergency Service Center is available 24 hours a day, 365 days a year. The center is available for comprehensive domestic and international reservations assistance. Staffing levels at the center are based on historical data, current volume trends, peak calling periods (5:00a.m.-8:00a.m. and 4:00p.m.-10:00p.m.) and variables such as weather, airline strikes and other events that would affect the number of incoming calls.

The Emergency Service Center with more than seventy experienced travel counselors. This service is available to Carlson Wagonlit Travel clients through a toll free telephone number. Each itinerary contains the direct-access, toll-free emergency numbers for the United States and International destinations. When a traveler contacts the service center after hours, the counselor queues a message to the traveler's host office that identifies what transpired during the call. Itinerary data, including Fare Base, Tax and Total Fare residing in the reservation system is tracked under the State of Iowa account number for inclusion in your management reports. After hour calls are subject to a \$15.50 per call fee.

1.2.5 Web Based Reservation System

If The State of Iowa is interested, Carlson Wagonlit Travel can maximize the effectiveness of the reservation process through the introduction of an agent less booking system called Resx. This product allows travelers to book their own reservations at a lower cost to The State of Iowa while still ensuring the same quality of our other booking methods. Because labor is a major contributor to the cost of a transaction, we encourage electronic booking for routine, domestic reservations. No matter what booking method is used Carlson Wagonlit Travel provides an e-mail confirmation to the traveler and copies may be sent to other e-mail addresses if needed. If The State of Iowa was interested in our Resx agent less booking system travelers using the system could inquire or book at anytime. Our travel consultants will process tickets and itineraries during established business hours and a computer will issue tickets after hours.

1.3 Customer Service Standards

1.3.1 In our service recommendation, we suggest a team of dedicated travel consultants. In doing so, travel consultants are able to respond with greater accuracy and consistency to your travelers, travel arrangers and to meet company objectives. This team approach also provides uninterrupted service during travel consultant vacations and other scheduled absences. Only travel consultants experienced with reservation automation and destination knowledge are positioned on phone requests. In our team approach, we

have assigned account manager Diane Elliott, a corporate travel consultant of 14 years, to be your primary contact. Amy Dighton, who has 20 years of travel experience, will be your secondary contact. Collectively, they have 34 years experience on Apollo reservation automation. Both of their backgrounds include extensive vendor and destination knowledge. In addition to Diane and Amy, our corporate department has three other corporate consultants with travel industry experience totaling 44 years. These individuals maintain their savvy through various training programs offered through our automation vendor, our preferred suppliers and Carlson.

1.3.2 Quality and consistency in performance may very well be the most significant points of difference in travel management companies today. Every business, every traveler, has travel expectations and needs unlike any other. Customer satisfaction is a balance of becoming fully familiar with preferences, applying industry knowledge in order to obtain those preferences and, most importantly, going the extra mile to get an acceptable alternative when the preference is not available. All of this delivered in a timely and courteous manner.

Here at Carlson Wagonlit Travel, we do just that! We have a variety of methodologies, technologies and measurements in place that ensure our performance provides nothing less than 100% customer satisfaction.

Phone standards

We recognize that our customers who choose to call us for their reservations, instead of sending a fax or e-mail, do so for a reason — they want to speak with someone. Therefore, our office standard is to answer our phones within 3 rings. Our phone system is set up to route calls to the next available travel consultant. It will default to our leisure office in the event that all of our travel consultants are serving other customers. Our office standard is to return the call within 30 minutes.

Fax and e-mail standards

E-mail reservation requests are checked first thing in the morning and every ten minutes after. E-mail reservations are prioritized in the order of departures. We have designed a format your traveler can use to ensure reservation requests are performed easily and accurately.

Fax reservations are handled in the same manner. We check for fax reservations first thing each morning and ten minutes after. A format has been designed for this means of reservation requests as well, keeping it as simple and as pertinent as possible.

E-mail and fax requests are kept on file for 6 months. In doing so, we measure usage and accuracy of such means of reservations.

On-line Standards

Our preferred on-line booking system, Resx monitors the discretion of each traveler's selection. With every application, our on-line system accesses individual and company

profiles. At the time an individual books it will give advisory notes when they have stepped outside the parameter.

Customer Feedback

Having standards and performance systems in place is important. But just as important is your perception of your experience with us. Measuring the performance of our travel consultants, our vendors and the manner in which your documents are delivered can be done in a variety of ways.

Comment Cards are designed to be periodically offered to THE STATE OF IOWA via our web page. For the convenience, your travelers can complete the survey online upon return of the trip and email to our office.

1.3.3 Travel Consultant Standards

Because business travel is of such critical nature, our agency assigns travel consultants with a minimum of 5 years experience to corporate accounts. These highly experienced individuals performance is measured by number of transactions per week. Through ongoing training, including service coaching (where a supervisor sits in on the calls and guides them with their responses), destination familiarization trips and automation training, our consultants maintain their skills and knowledge. Carlson Wagonlit Travel employs agents who are specialized in International Travel.

International Travel Services

For detailed information on all international destinations, Carlson Wagonlit Travel subscribes to a special software program, a regularly maintained database, which is loaded on our Computer Reservation Systems.

1.3.4 Chain of Command

Our experienced Corporate Agents rarely have customer service issues, however if one would occur The State of Iowa dedicated Account Manager Erin Barkley would be the first point of contact. If Erin were unavailable to resolve the issue then Lisa Fluett, our Lead Corporate Travel Agent would assist.

1.4 Agency's Negotiated Contracts

The State of Iowa benefits from the business relationship with Carlson Wagonlit Travel; we will report your performance to help negotiate a stronger discount with the airlines. The State of Iowa also benefits from its association with Carlson to gain discounts with car vendors and discounted Carlson rates at over 10,000 hotel properties.

1.5 Methodology

Carlson Wagonlit Travel has several applications and resources in place to ensure our customers receive the best-suited and most reasonably priced travel purchases in the industry.

Best Air Fares

Whether you book through our travel consultants, fax, e-mail or via the Resx on-line system, we can ensure you receive the best available fare at the time of booking. All negotiated discounted rates and major airline web fares are loaded by the airlines. Our immediate fare search system best buy quote allows our consultants to offer lower fare options at time of booking based on the travelers travel request. ITA software, which powers major online vendors, has also been loaded into the reservation system allowing more routing and time options to give the traveler a complete list of lower fare options.

Carlson Wagonlit Travel also has Fare Manager, powered by Cornerstone, which provides an automated quality control system that verifies the lowest fare was obtained. Fare Manager searches from the time the reservation request is made, up until the time of departure. Even if the ticket is issued earlier than 24 hours prior to departure, the system remembers and continues to search that route; if a lower fare comes up, Fare Manager will remind the travel consultant to advise the traveler. Our system has proven to capture savings through:

- 1) recommending 14 to 21-day advance purchases, where fares are much lower
- 2) a travel policy, to advise travelers of parameters to save the company money

Best Hotel Rates

Carlson Wagonlit Travel can offer The State of Iowa some of the best hotel rates and amenities through Carlson Wagonlit Travel's *Global Alliance Hotel Programme*. In fact, the Carlson hotel program was rated by the trades as the best in the industry. They offer more properties in more locations than anyone else. And, more importantly, the properties offered are more reasonably priced and in line with corporations' travel and expenditure budgets. At the time of reservation, your travel consultant will automatically access over 12,500 properties worldwide, including the most familiar chains. The program has our own preferred corporate rates and added amenities. At many properties we have blocked space, reserved just for our customers.

If The State of Iowa has their own negotiated rates at particular properties. We include that information in our reservation system. The State of Iowa's negotiated rates will always be compared to others so your travelers can take advantage of lower rates, when available.

Car Rental Rates

At the time of a car reservation, your travel consultant will compare rates to determine which offers the best rates in the cities you travel to most. We'll also check for added value — like free upgrades or free one-day rental, etc.—so your travelers can make the best choice.

The State of Iowa's negotiated rates will always be compared to other rates so your travelers can take advantage of lower rates, when available.

Best International Fares

Carlson Wagonlit Travel can provide your international travelers with the best fares in the industry through Carlson Wagonlit Travel's *International Resource Department*. The sophistication of the staff and technology at the International Resource Department allows them to average over \$650 in savings on each complex itinerary they research. Some agencies call airlines direct and that's fine, if the customer prefers a specific carrier. However, at Carlson Wagonlit Travel's *International Resource Department*, they compare every reliable carrier to help you get the best option.

When your travelers or travel arrangers request complex international fares, your travel consultant will use the reservation system's automated fare searches for the initial best option. When time allows, typically 24 hours prior to the departure date, your travel consultant will automatically forward the request to the International Resource Department where it will be processed in priority.

1.5.1-1.5.2 Profiles

Profiles are a major component in our quality service program, because of their importance; all of your travelers will be required to complete a profile prior to servicing your account. Profiles store essential information about the way each traveler prefers to travel, along with the way the company wants them to travel. Profiles are confidential and can only be accessed by Carlson Wagonlit Travel's secure network via password. Information such as credit card number and other ID numbers are secure within our firewall-protected network. Profiles are loaded into our reservation system and automatically accessed during the reservation. Just as important is maintaining and updating them, therefore, we will ask your travelers to review such information two times per year. Carlson Wagonlit Travel has a convenient web based form to add new profiles or update information. We can schedule an update via return distribution or over the phone during the reservation. <http://www.duagency.com/Profile.htm>

1.5.3 VIP Services

Because time is more valuable for executives, our VIP Services focus on handling travel details so your VIPs can concentrate on business details. We are proposing that a Senior Travel Counselor handle all executive level travel arrangements. The VIP counselor will be a member of The State of Iowa's dedicated service team. We will also appoint a counselor who will provide back-up support due to illness and vacations. The agent handling VIP service will:

- Request upgrades where applicable.
- Offer to confirm special meals on all flights.
- Reconfirm all hotel and car reservations; identify the traveler to the property and/or car rental agency as a key executive.
- Book limousines directly and verify limousine pick-up (if applicable).
- Provide restaurant and theater reservations where appropriate.
- Check the profile for airline club memberships. Offer guest passes, where available.
- Advise and assist with visa requirements.

- Follow up on any requests, including those outside the ordinary scope of the travel agency function.
- Provide additional services such as arranging special requests for sporting events, golf packages, etc.

It is our experience that executive service programs must match the needs and culture of each client in order to be viewed as a value-added service. Therefore, we will work with THE STATE OF IOWA to develop an expanded executive service program at your request.

Global Traveler Services (GTS)

A comprehensive and exclusive travel assistance service (not to be confused with Emergency Travel Service) available to Carlson Wagonlit Travel leisure and business travelers through a single phone call. This innovative program, administered by Thomas Cook, offers access from anywhere in the world to a complete package of services, 24 hours a day, 365 days a year through highly trained consultants who speak over 30 languages.

Carlson Wagonlit Travel's Global Traveler Service is designed to aid your customers should they encounter any unforeseen circumstances or difficulties while traveling. It provides peace of mind for your customers while they are traveling in the US or around the world. The customers you enroll in this program will receive immediate action should they require assistance from any of the range of GTS services.

The following is a listing of the range of services your customers can take advantage of with GTS:

- ♦ **Customer Care Services** - doctors, hospitals, medical assistance, legal assistance and emergency cash transfers worldwide
- ♦ **Lost or Stolen Services** - travelers checks, credit cards and passport/travel documents
- ♦ **Financial Services** - cash transfers, drafts, wires, foreign currencies and travelers checks
- ♦ **Special Concierge Services** - (some of these services may require an additional charge. Your customers can pay for these with their credit card) - courier referral service, translation and interpretation services, global messaging services, worldwide event ticketing, and restaurant referrals.

1.6 Ghost Card Accounting

Carlson Wagonlit will provide a credit card reconciliation report for The State of Iowa for any of the following host card programs American Express, Visa, and/or MasterCard. All airline and transportation fees will be reconciled against the diskette received from American Express. Applicable numbers, submitted by The State of Iowa at the time the reservation is made, will sort the reconciliation report. Carlson Wagonlit will email The State of Iowa's reconciliation reports in a word document and excel spreadsheet.

These reports will assure The State of Iowa of the validity of billings from your credit card company. Also, because the reports show the amount not yet billed from invoiced tickets, you can anticipate future billings.

1.7 Optional Scope Leisure Travel

1.7.1 THE STATE OF IOWA travelers will have a variety of money-saving leisure travel opportunities and services available to them, as described below:

- ▼ **Exclusive Airline Contracts.** THE STATE OF IOWA employees and their families can travel take advantage of the negotiated Airline discounts using their personal credit card.
- ▼ **Carlson Wagonlit Travel Vacations.** THE STATE OF IOWA employees and their families can travel on Carlson Wagonlit Travel vacations, with our preferred line packages to popular destinations including Hawaii, Mexico, Europe, the Caribbean, Las Vegas and other exciting destinations.
- ▼ **Exclusive Cruise Pricing.** Carlson Wagonlit Travel's Cruise Program feature extensive cruise offerings at savings of up to 50%, plus Carlson Wagonlit Travel's exclusive amenities.
- ▼ **Exclusive Offers Program.** Exclusive vacation deals are available only through Carlson Wagonlit Travel, offering extra special values.
- ▼ **Postcards.** Your employees can receive *Postcards* direct mail piece 6 times per year showcasing a variety of travel bargains, destination features, industry trends and helpful travel tips by enrolling at our website.

The State of Iowa travelers may contact your team of travel counselors for simple itineraries requiring only air, car and hotel accommodations. Since the primary focus of The State of Iowa travel counselor is to provide efficient service to your corporate travelers, it is our policy that these requests are handled through the State of Iowa travel center only if the agents have time. A leisure expert, Jane Schuyler, will handle more complex leisure travel services, such as cruise and tour packages. These leisure programs are more complicated and require a special focus, which our leisure experts can well provide.

1.7.2 Other Service

Meeting Planning & Charter Bookings

Carlson Wagonlit Travel has a specialized department dedicated to providing Meeting Planning and Charter Booking Options. The meeting planning service may range from meeting rooms to full scale conference planning.

Incentive Travel

Carlson Wagonlit Travel offers a wide range of incentive options for staff recognition and motivation.

Insurance

Carlson Wagonlit Travel offers professional liability insurance in the amount of \$1,000,000.

Passport and Visa Service

Carlson Wagonlit Travel counselors will assist your travelers in obtaining passports and required visas for international travel. Passport services in Washington, D.C., Chicago, and Los Angeles are used, as necessary. Fees vary and many are levied by government agencies and passport services and these costs are passed on. If needed, Carlson Wagonlit Travel can obtain visas and passports in as little as 24 hours. One-day visa service might not be available for some countries.

How we differentiate our agency from the competition.

1) The quality of our staff is our number one advantage. We have a very low turnover of staff, so our accounts have established relationships with our agents. Our staff takes pride in providing quality service to our clients while providing the best possible travel value. Our corporate staff work as a team, cross training on accounts so that any member of our team always offers the client seamless service. 2) Our association with Carlson Wagonlit Travel and its global presence. By teaming with a global leader in the travel industry we are able to offer our local clients all the services and technology of a mega company. Some of these services include our access to new industry technology, a global traveler assistance program, corporate car and hotel discounts, as well as agent education. 3) The third competitive advantage that we have is that our company goal is to be the best, not necessarily the biggest. Our business has continued to grow but not at the expense of sacrificing quality, or individual service.

3. Implementation

As THE STATE OF Iowa's prepares to transition to Carlson Wagonlit Travel we would recommend a 12 week implementation plan to include training and profile registration. If the Resx online booking option is selected we will coordinate training to accommodate employee adoption and instruction.

4. Savings THROUGH STATE OF IOWA Travel Policies

Travel policy compliance is a tremendous factor in realizing cost savings opportunities. Ultimately, an agent's ability to perform in the area of cost savings can only be as successful as the enforcement of the policy that directs it. We place a high priority on travel policy development and refinement, because a great percentage of all savings opportunities on available airfares and hotel rates are the direct result of travel policy compliance.